

Location Specific Conditions UK

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Added important information

This document contains the information you and additional drivers if you have them need to know about your rental. You should read this document together with the rental terms and conditions. You can find a sample of the rental terms and conditions by going to avis.co.uk. If you received a booking confirmation, email it may contain a link to this sample. Please note the sample rental terms and conditions are an indication of the terms of the contract and may not contain the exact terms you will be asked to sign when you pick up the vehicle.

It is important to us that you enjoy your experience with us and have all the information you need. It might take you a little time now, but it could save you time later.

Important to know

The company that provides you with a rental vehicle is Avis Budget UK Limited, Avis Budget House, Park Road, Bracknell, RG12 2EW. This may not be the same company that you made your booking with.

The prices in this document are subject to change but they'll give you a good idea of what to expect. For exact prices, please contact the rental location or contact the reservations team. All prices include VAT, where it's charged.

To make a booking, change a booking or tell us about an issue while you're renting, contact the rental station or the reservations team:

Email: UK.Reservations@abg.com

Call on 0808 284 5566 (UK), from outside the UK: +44 141 403 0722

Lines are open 8am to 5pm GMT, Monday to Friday.

You will find the contact details for the rental station on your rental agreement.

To tell us about an issue after you've returned the vehicle, please contact the customer service team:

Email: customer.service@avis.co.uk

Fill in the online form which can be found here: <https://avis.uk.abgcustomerservice.com/login>

Call on 0808 284 6666 (UK), from outside the UK: +44 114 392 1285
Lines are open 8am to 4pm GMT, Monday to Friday.

If you call from a UK BT landline, calls are free. Calls from mobiles are charged at your network rate. Calls from

outside the UK are charged at international rates.



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Age information

How old do I need to be to drive a rental vehicle?

To drive our vehicles, you and all of your drivers need to be at least 23 years old and have held a full, valid driving licence for at least 1 year at the start of your rental for cars and 2 years for vans. In Northern Ireland, you must hold a full, valid licence for at least 3 years. A higher minimum age limit may apply to certain vehicles. In Northern Ireland, the people carrier and premium / executive cars have a minimum age of 30.

How do I know if there are minimum age restrictions on my rental?

When you book, you'll be told if there are any minimum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email – or call the reservations team.

I'm under 25; do I need to pay a young driver surcharge?

If you or any of your drivers are under 25 when you pick up the vehicle, you will each have to pay a young driver surcharge. The cost for this will be £40.00 per day.

If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 28 days.

Are there any maximum age restrictions?

Some of our locations have a maximum age restriction on their insurance policy. Anyone over the age of 75 you will need to contact us to make your booking. The maximum age limit in Jersey is 80 years old. In the Shetlands and Isle of Man the maximum age is 78.

I'm over 75 do I need to provide extra information or pay a senior driver surcharge?

If you or any of your drivers are over 75 on the day you return your vehicle, you will need to advise us prior to picking up your vehicle. At some locations, we will seek approval to rent from our insurer.

In Northern Ireland, for any customers that are aged 75 years and over, we would require the following:

- Confirmation that you drive on a regular basis;
- Provision of a letter from your insurance company to confirm that you have an up-to-date insurance policy, and have not had any accidents in the past 5 years;
- Provision of a letter from your doctor confirming that you are in good health and fit to drive; and
- A driving assessment carried out in terms of your Avis rental agreement by a member of our staff sitting with you in the vehicle.



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Payment options

What payment cards do you accept?

We accept:

- American Express (excluding American Express Traveller's Cheque cards)
- Diners cards
- Discover cards
- Visa credit cards
- Visa debit cards
- Mastercard credit cards
- Mastercard debit cards
- Avis-issued charge cards

We don't accept Maestro cards, Visa Electron Cards, Cirrus cards, JCB cards, any pre-paid cards even if they carry the Visa or MasterCard logo or any other cards not listed above.

We do not accept Digital Payment Cards.

Can I pay by cash?

No, regrettably, we are not able to accept cash.

In Northern Ireland, credit cards must have available credit, and debit/cheque cards must have available funds to cover the estimated amount of rental charges plus up to £1500 for any incidental charges. Upon collection of the vehicle Avis will require you to leave a pre-authorised deposit of up to £1500 on a credit or debit card to cover collision damage excess, theft, fines, penalties, and fuel/electricity charges (as applicable). Avis shall be entitled to withhold all, or part of the deposit should we incur any expense as a result of your actions either whilst you were in control of the vehicle, or for any other reasonable administrative costs relating to your rental. If Avis zero excess cover is purchased, pre-authorisation will only be in the amount of the rental, fuel/electricity charges (as applicable) plus £250.

Can I get a refund when I have prepaid?

Where you pre-pay in advance, there will be no refund of the prepaid amount if the final cost of the car rental is less than the prepaid voucher (e.g., for unused days, where you decide to return the car early).

If you return any optional products early and, as a result, your rental no longer meets the requirements for a special offer, you will lose the benefit of that special offer. This may result in a higher overall charge for such products.

What happens if I am late in making payment?

If you are late in paying us, interest will be calculated at 4% per year above the base lending rate of National Westminster Bank PLC from time to time.



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Taking your vehicle outside the country

What countries am I allowed to take the vehicle to?

You are only allowed to use the vehicle in the following countries:

- England
- Scotland
- Wales
- Northern Ireland

If you wish to drive the car from Northern Ireland into the Republic of Ireland, your rental will be subject to a cross border coverage fee of £26.86. This fee covers cross border vehicle retrieval in case of breakdown. Avis cars may not be taken outside Northern Ireland and the Republic of Ireland.

Can I buy a product to allow me to drive in other countries?

No. With effect from 14th July 2022 we have stopped selling continental cover, meaning that it's no longer possible to take our vehicles outside of the UK except to the Republic of Ireland. Information about the cost for this can be found on our website under continental cover.



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Waiver and protection options

Damage

What products reduce the amount I have to pay if the vehicle is damaged during the rental?

If you have Damage Waiver (CDW) and the vehicle, keys, any accessories or any vehicle documents are damaged, the amount you have to pay for the damage will be reduced to no more than the excess stated on your rental agreement meaning you'll pay for the cost of repair or replacement or the excess, whichever is less, for each separate incident of damage, plus a damage processing fee of £33.00 and loss of use of the vehicle, if the damage is beyond our acceptable minor damage guide. If you can show the damage was not in any way your fault or due to your negligence, we will refund these costs to you. If you can show the damage was less than we said, we will refund you the difference.

How much is the excess?

This is stated on your rental agreement, and in your booking confirmation email. You can reduce the excess even further by buying an excess reduction product. This also reduces the administration fee.

How do I get Damage Waiver?

In most cases, Damage Waiver is provided with the vehicle as standard. If it's included, it will be stated on your rental agreement and in your booking confirmation email. If it isn't included, the price depends on the vehicle you're renting and the place you're renting it from. But you can expect it to cost between £6.47 and £7.50 a day.

Is there an excess reduction product available to reduce my excess further?

Yes, Super Damage Waiver (SCDW) is an excess reduction product which reduces your excess to zero on cars and £250 on vans. The price depends on the vehicle and location – but you can expect it to cost between £10.78 and £25.00 a day.

Will I need to pay if the windscreen is damaged?

Yes. However, Windscreen Protection reduces the amount you have to pay if the windscreen is damaged to zero. Having windscreen protection also means you won't pay an admin fee.

How do I get Windscreen Protection?

If you've bought Windscreen Protection, it will be stated on your rental agreement. The price depends on the vehicle you're renting and the place you're renting it from. But you can expect it to cost between £3.59 and £6.50 a day.

What happens if I damage any optional extras I rent from you?

If any optional extras are damaged, you have to pay for the cost of replacement, or their estimated repair costs in addition to the rental fee.

Are there any times when the excess waiver would not apply?

Yes, the amount you pay will not be reduced if damage was caused by or as a result of:

- Water or fire damage
- Driving the vehicle without due care and attention
- Driving or using the vehicle in breach of your contract

What do I have to pay if I don't have Damage Waiver?

If the vehicle, keys, any accessories, or any vehicle documents are damaged during your rental, unless you can prove the damage was not in any way your fault or due to your negligence, you'll have to pay:

- Either the cost of replacement, or the estimated repair costs, whichever is cheaper for each clearly separate incident of damage;
- Plus our loss of use;
- Plus a damage processing fee

Where can I find information of damage charges I've paid?

If we find damage, we'll charge the amount you have to pay to your card. Unless you've asked us to send you a receipt by post or email, you'll be able to find details of this payment here

<http://www.avis.co.uk/your-avis/manage-booking/request-rental-invoice>

Theft

What products reduce the amount I have to pay if the vehicle is lost or stolen during the rental?

If you have Theft Protection waiver (TP) and the vehicle is stolen, the amount you have to pay will be reduced to no more than the excess stated on your rental agreement meaning you'll pay for the cost of repair or replacement or

the excess, whichever is less. If you can show the damage was not in any way your fault or due to your negligence, we will refund these costs to you. If you can show the damage was less than we said, we will refund you the difference. If you can show the loss or theft was not in any way your fault or due to your negligence, we will refund these costs to you.

How much is the excess?

This is stated on your rental agreement, and in your booking confirmation email. You can reduce the excess even further by buying an excess reduction product.

How do I get Theft Protection waiver?

In most cases, Theft Protection waiver is provided with the vehicle as standard. If it is included, it will be stated on your rental agreement and in your booking confirmation email. If it isn't included, the price depends on the vehicle you're renting and the place you're renting it from. But you can expect it to cost between £2.16 and £2.50 a day.

Is there an excess reduction product available to reduce my excess further?

Yes, Super Theft Protection waiver (STP) is an excess reduction product which reduces your excess to zero on cars and £250 on vans. The price depends on the vehicle and location – but you can expect it to cost between £2.87 and £5.50 a day.

What happens if I lose any optional extras, I rent from you or if they are stolen?

If any optional extras are lost or stolen, you have to pay for the cost of replacement in addition to the rental fee.

Are there any times when the excess would not apply?

Yes, the amount you pay will not be reduced if the loss or theft was caused by – or as a result of:

- Keys being left in the vehicle
- Keys being lost or stolen
- Using the vehicle in breach of the contract

What do I have to pay if I don't have Theft Protection?

If the vehicle, keys, any accessories, or any vehicle documents are lost or stolen during your rental, you'll have to pay:

- The cost of replacement
- Plus our loss of use

If you can show theft was not in any way your fault or due to your negligence, we will refund these costs to you.

Where can I find information of theft charges I've paid?

If a loss or theft has occurred, unless you can prove the theft was not in any way your fault or due to your negligence, we'll charge the amount you have to pay to your card. Unless you've asked us to send you a receipt by post or email, you'll be able to find details of this payment here

<http://www.avis.co.uk/your-avis/manage-booking/request-rental-invoice>

Damage to people and their property

What do I have to pay if I injure someone whilst driving?

Third Party Liability (TPL) cover is provided with the vehicle as standard. This means that if you have an accident in our vehicle and you injure someone, including any of your passengers, or you damage anything which belongs to them, you will not have to pay any of their costs. Third Party Liability cover does not cover any death or injury suffered by the driver of our vehicle or any damage to personal items in our vehicle.

Are there any times when third party liability cover would not apply?

If the law requires us to provide you with third party liability cover, the minimum cover required by law will still apply but we, or our insurer, may seek to recover our costs from you if the accident was caused by:

- By you breaking the contract (for example allowing someone we had not approved drive the vehicle of driving whilst under the influence of alcohol, drugs, or any other unlawful substance)
- By you breaking the law,
- As a result of your negligence or recklessness, or
- If you fail to report an accident or fail to provide information to our insurance company.

For information, passengers are considered third parties and would benefit from the third-party liability cover provided with the vehicle as standard.

Protection packages

I want to buy more than one protection product; can I get a protection package?

Yes, we offer a variety of protection packages:

- Zero/Reduced Excess includes Super Damage Waiver, Super Theft Protection, Windscreen Protection.

The price depends on the vehicle and location, but you can expect it to cost between £29.00 to £42.00 a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 28 days.

- Complete Protection includes Super Damage Waiver, Super Theft Protection, Windscreen Protection, and Roadside Assistance Plus. Find out more: see "Roadside Assistance Plus" within the "Miscellaneous Information" section of this document.

The price depends on the vehicle and location – but you can expect it to cost between £35.75 to £48.75 a day.

Third party protection products

I have bought a protection product from an external provider; can I use it?

If you decide to buy cover from someone else, you will have to pay our full costs – Find out more: see "What will you pay if I don't have ..." within this section of this document – then you'll need to make a claim with the external provider to get your money back. It is your responsibility to ensure you understand the terms of any cover you buy from an external provider and for any claim you make. We are unable to help you with your claim.



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Delivery and collection

Avis does not offer a delivery and collection service



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Driving licence and ID requirements

Driving Licences

Do I need to bring my driving licence with me?

Yes. All drivers must bring all parts of their valid driving licence with them. They must bring both their driving licence and either an international driving licence or an official English translation, by a notary, of their driving licence if:

- a driving licence was issued in Europe, and you are renting in a country outside Europe,
- a driving licence was issued in a non-European country, and you are renting outside that country. Except for customers from the following countries who can rent with their national drivers' licence and passport: Argentina, Australia, Bolivia, Brazil, Canada, Colombia, Israel, Mexico, New Zealand, South Africa, and United States, or
- a driving licence was issued in a non-roman alphabet like Arabic, Greek, Russian, Hebrew or Japanese.

We do not accept digital driving licenses.

What other documentation do I need to supply?

If you hold a UK driving licence and are renting a car or van, you must bring a DVLA licence code with you when collecting your vehicle. Codes can be requested from <https://www.gov.uk/view-driving-licence> (you will be asked to submit your driving licence number, National Insurance number and home postcode), or by calling the DVLA on 0300 083 0013 (Monday to Friday 8am – 7pm, Saturday 8am – 2pm). The code (which will be valid for a maximum period of 21 days from the point it is generated) must be presented to the store and still be valid when picking up any vehicle from us.

Is there a minimum length I must have held my licence for?

Yes. All drivers must have held their licences for at least 1 year for cars and 2 years for vans. If a licence does not show the driver has held it for the minimum period, then they must provide evidence, such as:

- Previous driving licences
- Or a letter from their driving licence authority stating that they have held it for this minimum period.

I have unspent convictions on my licence, can I drive?

If any driver has any unspent driving convictions for:

- careless, reckless, or dangerous driving,
- driving or attempting to drive whilst under the influence of drink or drugs,
- using a vehicle uninsured against third party risks or insurance offences,
- theft or unauthorised taking of a vehicle,
- license offences,
- accident offences,
- failure to provide information offences,
- racing offences,
- been disqualified, or

if they have two or more unspent convictions for offences not listed above which total more than 6 points unfortunately, they will not be able to drive our vehicles.

ID requirements

Do I need to bring proof of identification?

Yes, you must bring:

- the payment card that was used to make your booking. For some vehicles, two payment cards in your name will be required. One of these must be a credit card, in addition to the payment card used to make your booking.
- photo ID featuring a recognisable photo taken in the last 10 years. We will accept your passport or driving licence if it contains a photo, a national identity card or any other form of government-issued identification.

You may also need to bring proof of where you live. This could include a recent utility bill or bank statement. Your driving licence will not be accepted as proof of your address. In addition to providing proof of address, your details may be checked against various databases to determine eligibility to rent one of our assets. These are necessary to prevent financial losses to Avis Budget Group. We reserve the right to refuse rental for any customers who do not pass these checks.

Other requirements

Will I need to give a pre-authorisation or pay a security deposit?

Yes, you must give us a pre-authorisation on your payment card before we release the vehicle to you. A pre-authorisation holds money in your account.

What do I need to do to give a pre-authorisation?

You'll need to give us a payment card in your own name that has enough money available on it. Find out more: see the "Payments Options" section in this document.

How much is the pre-authorisation?

The amount of the pre-authorisation taken on pick-up of the rental vehicle is calculated as follows:

(The vehicle rental price* + £300**) MINUS (Any sum you have already paid when making a "Pay Now" booking)

* The "vehicle rental price" includes the vehicle rental cost and all optional extras you've requested, calculated at the start of the rental based on the intended length of the rental. For the avoidance of any doubt, any "Pay at Location" amount you owe in relation to the vehicle rental (including any optional extras) will be included as part of the pre-authorisation and will be charged to you at the end of the rental (using the card provided for the purposes of the pre-authorisation, unless agreed otherwise).

** If you buy our "Fuel Up Front" product, we will reduce the £300 by the amount we charge you for the "Fuel Up Front" product

The £300 is included as part of the pre-authorisation in case we have to charge you at the end of the rental for any of the following:

- i. costs to refuel the vehicle (where relevant);
- ii. additional rental charges in circumstances where you fail to return the vehicle or any optional extras at the end of the agreed rental period [or to the agreed return location];
- iii. any additional charges or fines you incur relating to your use of the vehicle (which we have been notified of prior to you returning the vehicle, which will include, for example, charges relating to traffic violations); and/or
- iv. costs incurred as a result of exceeding any relevant mileage restrictions.

Where the pre-authorisation we take does not cover the charges you incur, we will request you make a further payment for the additional amounts owed.



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Fuel and Electricity charges

Fuel and hybrid vehicles

Should I bring the vehicle back with a full tank of fuel?

Yes, if you are renting within the UK Mainland. The vehicle will normally be supplied with a full tank of fuel. You must return it to us with the same amount of fuel it had in it when you picked it up – usually a full tank – as shown on the factory-installed fuel gauge. We recommend you fill up as close to the return location as you can on the return date and keep the receipt to show us. If you don't return the vehicle with a full tank and you can't show us a receipt for fuel, we will charge you.

In Jersey, Guernsey, and the Isle of Man we have different requirements regarding fuel. In Jersey and Guernsey, you must return the vehicle to us with the same amount of fuel it had in it when you picked it up, which is usually a quarter full tank. In the Isle of Man, the vehicle will usually be provided with sufficient fuel to reach a fuelling station, you should return the vehicle with a similar amount of fuel in the tank. We will charge you where the fuel tank of the vehicle, as shown on the factory-installed fuel gauge, is less than these amounts.

Fuel Options

I plan to travel more than 75 miles and want peace of mind; do you have a fuel option for me?

Yes, with *Fuel Up Front* you pay for a full tank of fuel, based on the manufacturer's stated fuel tank capacity for your vehicle – plus our costs of refuelling the vehicle for you. Then you just return the vehicle with whatever's left in the tank (even if it's virtually empty) so long as the engine still runs.

How do I calculate the cost of Fuel Up Front?

Fuel Up Front is charged at the average fuel price for the UK at the start of your rental period – as stated on this EU fuel index: http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm . However, you don't get a refund for any fuel you don't use.

Can I get Fuel up Front at any time?

No, if you want to take advantage of Fuel Up Front, you must ask for it during the booking process or when you pick up the vehicle.

I plan to travel less than 76 miles; do I still need to fill up?

Yes, often the fuel gauge still looks "full" so we ask you to fill up the tank near to the return location and show us a copy of the receipt. If you don't have time to fill up the tank, or can't show us a receipt, we will apply *EZ Fuel* to cover our costs of refuelling the vehicle for you.

How much is EZ Fuel?

Depending on where you're renting, you pay a fixed fee of between £14.40 and £16.70 for cars and £21.60 and £25.06 for vans

What are my options if I don't return the vehicle full and haven't bought Fuel up Front?

Pay on Return will apply if you have driven more than 75 miles and:

- Don't buy Fuel Up Front
- Don't return the vehicle with a full tank

How do I calculate the cost of Pay on Return?

You pay for fuel based on the factory-installed fuel gauge rounded down to the nearest eighth (1/8) of a tank. This is based on the manufacturer's stated fuel tank capacity.

We charge between 1.5 and three times the average fuel price at the end of the rental period for the United Kingdom – as stated on this <http://www.fleetnews.co.uk/costs/fuel-prices/> .

The price per litre will be stated on your rental agreement. This charge covers our cost of driving to the nearest petrol station at short notice, and potentially delaying the next customer's rental.

Electric vehicles

How much battery charge should I return an electric vehicle with?

You must return the vehicle with at least a 70% battery charge, or the same % battery charge as it had at time of

pick-up.

What am I charged if I fail to return an electric vehicle with the required 70% battery charge, or the same % battery charge as it had at time of pick-up?

We charge a fixed amount dependent on the battery life showing on the factory-installed battery gauge. This is the "Pay on Return" rate. The amounts charged are set out below:

Battery Charge	Fixed Cost (inclusive of VAT)
If you return the electric vehicle with 70% or more battery charge.	No Cost.
If you return the electric vehicle with between 11% - 69% battery charge.	£ 21.73
If you return the electric vehicle with 10% or less battery charge.	£ 38.36



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Miscellaneous information

Can I let anyone else drive?

Yes, but only if we have approved them. You must not let anyone else drive the vehicle.

We charge a fee for every Additional Driver we allow to drive the vehicle. The price is £13.99 per day, per driver. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 28 days.

All additional drivers must meet our age, driving licence and ID requirements. Find out more: see the "Age Information" and "Driving Licence and ID requirements" sections of this document.

If any additional driver is outside of our age restrictions, we will also charge a driver surcharge. Find out more: see the "Age Information" section of this document.

Do you offer a 'meet and greet' service?

Yes, in some of our airport and train station rental locations.

You must give us at least 4 hours' notice to organise a 'meet and greet' pick up. We may be able to provide the service at shorter notice, but you will need to check with the Reservations team.

Can I pick up the vehicle outside your normal opening hours?

No, unfortunately we are unable to offer an out of hour's pick-up service at this time.

My rental has a mileage allowance. I have driven more than the allowance, how much will I pay for excess mileage

Many of our vehicles are provided with unlimited mileage. If a mileage allowance applies, it will be stated on your rental agreement and in your booking confirmation email. If you go over the mileage allowance, the price depends on the vehicle and location – but you can expect it to cost between 12 pence and 21 pence for every mile you've driven over the allowance. Your excess mileage charge will be stated on your rental agreement.

Can I smoke in the vehicle?

No, it is against the law to smoke in public places within the United Kingdom. The vehicle is considered a public place, so you are not allowed to smoke in it. If we believe anyone has smoked in the vehicle during the rental period, a specialist cleaning charge will apply.

Find out more : see the "Age Information" and "Driving Licence and ID requirements" sections of this document.

Are there any roads or zones where I need to pay a fee before I can enter?

Yes, certain areas, such as the centre of London, have congestion charging zones meaning you need to pay a fee if you wish to drive in certain areas, on certain days and during certain times. In addition, there are toll roads and toll bridges which require you to pay a fee if you wish to use them. If you do not pay these charges before you enter such areas or use such roads or bridges, you will incur a fine.

We recommend you check the Internet to find out about any restricted areas before you travel. Websites such as www.urbanaccessregulations.eu provide useful information. If the rental location is in or near a restricted area, we will tell you about it when you pick up the vehicle. We are unable to tell you about any other restricted areas.

Do I need to pay to use the Dartford Crossing?

If you are using the Dartford Crossing (tunnel or bridge) there is a charge you will see advertised before and after the crossing. For ease of use and peace of mind, Avis will make this payment on your behalf automatically.

A £2.50 fee, which includes all our administration costs, will be charged to the payment card registered to your rental within 14 days of using the crossing.

I have been caught speeding, and didn't pay a parking charge, what will I have to pay?

You are responsible for all fines and charges issued as a result of you or your additional drivers using the vehicle.

Fines and charges could include:

- All parking fines or charges
- Toll charges
- Towing charges
- Clamping costs
- Traffic fines or charges
- Speeding fines
- And any other charges or fines

If a fine or charge is sent to us because you haven't paid a charge or complied with the law, we will take payment for:

- Our administration fee of £30 for each fine or charge issued in the United Kingdom to cover our costs of dealing with the fine or charge, or
- Our administration fee of between €24 and €45 for each fine or charge issued in any other country, which will be charged in the currency of the country where the fine occurred
- Plus, the fine or charge – if we have to pay it

I've left the interior of the vehicle very dirty and made it smell. Will I be charged to clean it?

Yes, if the interior of the vehicle is especially muddy, dirty, stained or smelly, and our standard cleaning procedure will not fix it, you will be charged a *Specialist Cleaning Charge* of between £14.00 and £75.00.

Roadside Assistance**What happens if I break down because of a mechanical failure?**

All our vehicles are maintained to the manufacturer's standards, and they're roadworthy when you pick them up so mechanical failure in our vehicles is rare. So long as you're using the vehicle in a country we've agreed to, we provide roadside assistance or recovery free of charge. You can only use our roadside assistance provider to help you. You'll find their contact details inside the vehicle.

What happens if I break down because of a non-mechanical failure or in another country?

You must tell us if you break down or have an accident. If you need roadside assistance, we will arrange this for you but you will have to pay for it. You will also be charged for any costs we incur getting the vehicle back on the road in the country of rental. This may include, but is not limited to:

- Call out and recovery costs of around £83.40.
- Repair costs
- Loss of use
- Repatriation costs
- A damage processing fee of £66.00 (only applicable if damage has also occurred).
- Any costs to take you, and/or any of your passengers, to another location.
- Electricity for electric and hybrid vehicles (Where the cable is in working order)

What products do you have to protect me if I break down because of a non-mechanical problem?

Roadside Assistance Plus provides roadside assistance if you break down as a result of...

- Flat batteries
- Flat tyres
- Keys locked in the vehicle
- Lost Keys
- Running out of fuel or electricity

Provided you are using the vehicle in a country we have agreed to. **Find out more** : see "Taking your vehicle outside the country" section of this document.

You will only need to pay for the costs of any additional items needed to get the vehicle back on the road – like fuel, electricity or tyres.

How much does Roadside Assistance Plus cost?

The price will depend on where you're renting but you can expect it to £5.00 per day. If you rent the vehicle for more than 13 days or more, you'll only be charged for a maximum of 13 days and get cover for the duration of your rental, up to 28 days.

What happens if I don't return the incident report form or European accident form?

If you are involved in an accident, or the vehicle, keys, any accessories, any vehicle documents or any optional extras are damaged, lost or stolen; you must complete and return an incident report form and if available, the European accident report form.

If you fail to send them to us, we will charge you a damage processing fee of £66.00



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One Way rentals

Can I pick up the vehicle from one rental location and return it to another?

Yes, some rental locations let you collect the vehicle and any optional extras from one rental location and return them to another.

How much is the One-Way fee?

If you want to pick up the vehicle and return it to a different location in the same country (excluding Northern Ireland), please contact the rental location where you collected the vehicle from as per the details on your paperwork and they will be able to advise on the price.

How do I get a One-Way rental?

You can request a one-way rental when you book, or you can ask for it when you get to the rental location.

If you asked for a one-way rental when you booked, the fee will be included in your rental price.

How much will it cost if I did not request a One-Way rental but return the vehicle to a different location?

You will be charged a one-way fee at the 'pay at location' prices available on the day you return the vehicle.



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Returns

I want to keep the vehicle for longer, what should I do?

If you want to extend the rental, please contact us as soon as possible. At the latest, this should be before the end date and time on your rental agreement. Extra days will be charged at 'pay at location' prices.

What happens if I don't extend the rental?

If you fail to extend your rental and are late returning the vehicle, we will charge you for an extra day's rental plus a late return administration fee for each day or part of a day until the vehicle is returned.

If you fail to extend your rental and are late returning the vehicle, we will on the third day after your agreed return date pre-authorise payment for an additional 5 days' rental charge on your debit card or, 10 days if you are using a

credit card, at 'pay at location' prices. If you return the vehicle within those 5 or 10 days (whichever applies), you will only be charged for your actual rental days, plus any other charges you owe us.

If you fail to return your vehicle as agreed, we will also charge you a late return administration fee for each day or part of a day until the vehicle is returned.

The late return administration fee is £15.00 per day.



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Special equipment

The prices we give you for optional extras when you book will generally be the price you will pay. Exchange rates or other reasons beyond our control may alter prices.

Avis Travel Partner

I'm not familiar with the country I am travelling to; do you offer travel assistance and support

Yes, we offer Avis Travel Partner which provides assistance from language translation to lost property services and much more. We provide this service on behalf of a third party and will provide you with details when you pick up the vehicle.

How much does Avis Travel Partner cost?

The fee for the Avis Travel Partner service will depend on where you're renting – but you can expect it to be between £7.75 and £8.99 a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use Avis Travel Partner for the duration of your rental, up to 28 days.

Customers with disabilities

I have a disability; do you offer hand controls?

Yes, we offer hand controls which are suitable if you have good use of your upper body, including hands and fingers. Hand controls include a hand-operated brake, accelerator controls, a steering ball and panoramic mirrors are also available. If you need them, they're completely free of charge.

To use hand controls, you will need to book an automatic vehicle. Please give us at least 48 hours' notice if you hand controls or panoramic mirrors fitted to the vehicle. Once you have made your reservation, please contact our partners at Lynx Controls via 0844 824 3900 or bookings@lynxcontrols.com providing the following information: driver name, driver contact number, reservation number, pick up date and time and branch location, drop off date and time and branch location.

Popular optional extras to rent

I have small children, do you offer child seats?

Yes, we offer baby, infant and child seats. A baby seat is typically suitable for a child from birth to 12 months old and weighing no more than 13 kilos. An infant seat is typically suitable for a child aged 9 months to 4 years old and weighing between 9 and 18 kilos. A child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos.

In some rental locations, we may arrange for a third party to fit the seat for you. But remember, it is always your responsibility to check the seat is fitted correctly before you drive away.

Please note: In the United Kingdom all children must normally use a child car seat until they're 12 years old or 135cm tall. **Find out more** : www.gov.uk/child-car-seats-the-rules.

How much are your child seats?

The fee for renting a seat is £12.99 a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the seat for the duration of your rental, up to 28 days.

If the seat is damaged, lost or stolen, you will have to pay for a replacement. This is likely to cost between £60.00 and £90.00 on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

I'm not familiar with the area; can I rent a GPS (satellite navigation system)?

Travel Companion Tablet – This provides a GPS service as well as other useful features you may need when travelling. - The fee for hiring Travel Companion Tablet is between £9.99 and £14.99 per day depending on features activated. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the device for the duration of your rental, up to 28 days. If the Travel Companion Tablet is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from £300.00 on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

Please note: In some countries, it is against the law to use a GPS that tells you where speed cameras are. If you plan to travel outside of the United Kingdom you should check to see whether you can use our GPS as it will give you speed information.

Do you offer an audio tour guide service on your GPS?

No, unfortunately we do not offer an audio tour guide service at this time.

I want to be able to access the internet anywhere I go, do you offer a solution?

Travel Companion Tablet – This provides unlimited data per day, as well as other useful features you may need when travelling. The fee for hiring Travel Companion Tablet is between £9.99 and £14.99 a day depending on features activated. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the device for the duration of your rental, up to 28 days.

If the Travel Companion Tablet is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from £300.00 on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you. If any Travel Companion Tablet accessories are damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from £2.00 to £10.00 on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

Please note: In many countries, including the United Kingdom, it is illegal to drive while using a handheld mobile phone, tablet or other communications device. It is your responsibility to drive safely and according to the laws of the country you're driving in.

I'm intending to drive along toll roads; do you offer a device to make this quicker and easier for me?

No, unfortunately we do not offer any electronic toll charging devices at this time.

Winter equipment to rent

I'm concerned about the road conditions, do you offer all-weather tyres?

No, unfortunately we do not offer all weather tyres at this time.

I'm going skiing, do you offer snow chains?

No, unfortunately we do not offer snow chains at this time.

I'm have brought my own skis with me, do you rent ski racks?

No, unfortunately we do not offer ski racks at this time.

I've left my hands-free kit behind, do you rent them?

No, unfortunately we do not offer hands-free kits at this time.

I'm moving items, do you rent blankets?

No, unfortunately we do not offer blankets at this time.

I'm moving items, do you rent trolleys?

The fee for hiring a sack trolley is £8.99 a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days.

If the sack trolley is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from £40.00 to £48.00 on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

Optional extras available to buy

I've left my USB charger behind, do you sell them?

No, unfortunately we do not sell USB chargers at this time.

I've left my mobile charger behind, do you sell them?

No, unfortunately we do not sell mobile chargers at this time.

I want to charge my device in the car, do you sell car chargers?

No, unfortunately we do not sell car chargers at this time.

I've left my iPhone cable behind, do you sell them?

No, unfortunately we do not sell iPhone cables at this time.



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Thank you for choosing Avis